



## ADA PARATRANSIT **RE-CERTIFYING** APPLICATION AND INSTRUCTIONS

Dear Customer:

Thank you for inquiring about your **recertification** for ADA Paratransit service, provided by Bis-Man Transit in the Bismarck-Mandan area. Enclosed is an ADA Paratransit Application Form. **Please read this and the enclosed material carefully before completing the application.**

The Americans with Disabilities Act of 1990 and the Department of Transportation Regulations 49-CFR Part 37 requires Bis-Man Transit to provide paratransit bus service to any individual with a disability who is unable, as a result of a physical or mental impairment, to board, ride or disembark from any vehicle on the transit system which is readily accessible to and useable by individuals with disabilities. Regulations require each transit system to develop a certification process wherein anyone needing paratransit bus service must be certified as ADA eligible pursuant to the guidelines set down in Part 37.123 of the Department of Transportation regulations. The law is very specific as to whom and under what circumstances eligibility may be granted and is not automatically assumed because of a disability.

You, or your designee, must completely answer all questions to the best of your ability and you must certify that the information is complete and correct by signing and dating the application. In addition, we ask that you fill out the Professional Release of Information allowing us to contact the professional (not a relative or friend) of your choosing who can confirm the information you have provided. This person may be a registered nurse, social worker, physician, physical therapist, psychologist, occupational therapist, chiropractor, speech pathologist, physician's assistant, nurse practitioner, mental counselor or other professional who is currently certified or licensed in their field. This person should be familiar with your disability and how it affects you.

**Please complete your application as thoroughly as possible. Your answers will assist us in determining the specific limitations you have in using our service. All applicants, whether new or those applying for re-certification, must complete a new application.** The Bis-Man Transit ADA Paratransit certification process includes completing the application, submission of a professional verification, and if needed, an in-person interview in order to determine eligibility for paratransit services based upon ADA regulations. Paratransit transportation will be provided free of charge upon request in the event of an interview. Should you have any questions about the certification process, please contact Bis-Man Transit at



[info@bismantransit.com](mailto:info@bismantransit.com) or call us at (701) 258-6817. For additional information regarding our services visit [www.bismantransit.com](http://www.bismantransit.com).

Please mail your completed application and Professional Release of Information form to Bis-Man Transit, or to: ADA Paratransit Applications, Bis-Man Transit, 3750 Rosser Ave., Bismarck, ND 58501.

The final eligibility determination will be made within 21 days of completion of the application process. **NOTE: Applications are not considered complete until the professional verification has been received and the interview is completed.** If a decision is not made within the 21 days, Bis-Man paratransit service will be provided on a temporary status, until a final determination is made. Bis-Man Transit will notify you, in writing, of the results of your evaluation and your eligibility status.

### **TYPES OF ELIGIBILITY**

If you are determined eligible for Bis-Man Transit paratransit service, your eligibility will be one of the following types:

**1. UNCONDITIONAL ELIGIBILITY:**

Your disability, or health condition, always prevents you from using fixed route buses and you qualify for ADA Paratransit for **ALL** of your trips.

**2. CONDITIONAL ELIGIBILITY:**

You are able to use the fixed route buses for **SOME** of your trips, and qualify for ADA Paratransit Service for other trips.

**3. TEMPORARY ELIGIBILITY:**

You have a health condition or disability that **TEMPORARILY** prevents you from using the fixed route buses and you qualify for ADA paratransit for a specified period of time.

If you are dissatisfied with Bis-Man Transit's eligibility determination, a written appeal request may be submitted following the appeal procedure outlined on page 3. A determination is made based upon an individual's ability to board, ride and disembark independently from a fully accessible fixed route bus. The terrain and architectural structure are also considered. It is important for all applicants to realize that this is a transportation decision, not a medical authorization.

Lack of fixed route service in an area or at specific scheduled times does not qualify as adequate justification for ADA paratransit eligibility. Bis-Man Transit paratransit service provides service within the city limits of Bismarck, Mandan, and three-quarters of a mile outside of any Bis-Man Transit (CAT) fixed bus route during the same hours as fixed route bus service for those determined eligible.



## **APPEAL PROCEDURE**

A determination of eligibility will be made by Bis-Man Transit within 21 days of the completed application process. **NOTE: Applications are not considered complete until the professional verification has been received and if required an interview is completed.** Bis-Man Transit will notify you in writing with the decision of your eligibility status. If it is determined that you are able to use the fixed route service and are found not eligible for paratransit service, Bis-Man Transit will provide explanation for the determination. If you are determined “Not Eligible”, or are dissatisfied with your eligibility type, you may appeal the decision. A written request to appeal the decision must be received within 60 days of the written eligibility notification letter.

Submit a letter stating your wish to appeal the decision that was made. You may include information as to why you feel you were incorrectly denied (or limited) for ADA Paratransit service and attach copies of any other information you feel supports your appeal, though this is not required. A hearing date will be set for within thirty (30) days of receipt of the appeal request.

The decision of the appeals committee will be given within thirty (30) days of the hearing date, and will be provided in writing (and/or other accessible formats as requested). The decision made by the appeal panel will be the final determination. You may then only re-submit an application if your condition changes. ADA Paratransit service will not be provided for new applicants during the appeal process, unless the appeal process cannot be concluded within thirty (30) days.

### **Appeals must be in writing and forwarded to:**

Executive Director  
c/o Bis-Man Transit  
3750 East Rosser Avenue  
Bismarck, ND 58501



## PROFESSIONAL RELEASE OF INFORMATION

In order to allow Bis-Man Transit to evaluate your request for paratransit eligibility, it will be necessary for us to contact a physician or other professional to confirm the information that you have provided. **Please complete the following information and professional release authorization form and return it with your application.**

I, the applicant, understand that the purpose of this application is to determine my eligibility to use Bis-Man Transit paratransit service. I hereby authorize my health care provider or other professional listed below to release information about my disability and its effect on my ability to travel, which may be needed in connection with my request for ADA paratransit eligibility certification.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Printed name of Applicant: \_\_\_\_\_

Applicant Date of Birth: \_\_\_\_\_

If the applicant is a minor or has a legal guardian, the parent or guardian must sign this application and attest to the accuracy:

Signature of Parent or Legal Guardian: \_\_\_\_\_

Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_ Date: \_\_\_\_\_

In the space below, CLEARLY PRINT the name of the Health Care Professional who will be verifying your application and his/her medical position.

Name of Professional: \_\_\_\_\_

Address/city/state/zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> licensed physician              | <input type="checkbox"/> certified psychologist              | <input type="checkbox"/> nurse (LPN/RN)      |
| <input type="checkbox"/> vision specialist               | <input type="checkbox"/> ophthalmologist                     | <input type="checkbox"/> mobility specialist |
| <input type="checkbox"/> speech pathologist              | <input type="checkbox"/> licensed physical therapist         | <input type="checkbox"/> hearing specialist  |
| <input type="checkbox"/> licensed social worker          | <input type="checkbox"/> mental health counselor             |  |
| <input type="checkbox"/> licensed occupational therapist | <input type="checkbox"/> certified rehabilitation specialist |  |
| <input type="checkbox"/> other: _____                    |  |  |



## **APPLICATION FOR BIS-MAN TRANSIT ADA PARATRANSIT SERVICES**

It is important to complete all parts of the application. Applications that are not fully completed or clearly written will be returned, which will delay the eligibility process. Please use additional sheets of paper as necessary. Please print legibly.

Name: \_\_\_\_\_  
                                First                                Middle                                Last

Mailing address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Physical address (if different): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Primary phone: \_\_\_\_\_ Cell / Work / Home (Check one)

Secondary phone: \_\_\_\_\_ Cell / Work / Home (Check one)

If approved, would you like to receive text messages regarding your ride? (Must provide cell phone number)

Yes       No

Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_  
                                MM      DD      YYYY

**If this application has been completed by someone other than the applicant requesting certification, that person must complete the following.**

Name/Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

Should this person be contacted directly if additional information is requested?

[ ] Yes      [ ] No



**Emergency Contact Person(s):**

Name (primary contact)/relationship: \_\_\_\_\_

Day Phone: (\_\_\_\_) \_\_\_\_\_ Evening Phone: (\_\_\_\_) \_\_\_\_\_

Name (secondary contact)/relationship: \_\_\_\_\_

Day Phone: (\_\_\_\_) \_\_\_\_\_ Evening Phone: (\_\_\_\_) \_\_\_\_\_

**About Your Disability**

1. What type, or types, of disabilities prevent you from using fixed route services?  
 Physical disability     Visual impairment     Mental/Emotional disability  
 Cognitive / Intellectual / Developmental disability     Hearing impairment  
 Other \_\_\_\_\_     None

Onset: How long have you had your disability?    Date: \_\_\_\_\_

**What is your disability/diagnosis?** How does it prevent you from independently using the fixed route bus system? What should we know when making our determination?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Is your disability:     Permanent     Temporary  
If temporary; what is the expected duration: Date: \_\_\_\_\_

3. Which of the following mobility aids do you use while traveling? (check all that apply)
- |  |   |  |
|--|---|--|
| <input type="checkbox"/> cane            | <input type="checkbox"/> x-large wheelchair | <input type="checkbox"/> prosthesis      |
| <input type="checkbox"/> long white cane | <input type="checkbox"/> manual wheelchair  | <input type="checkbox"/> portable oxygen |
| <input type="checkbox"/> sighted guide   | <input type="checkbox"/> power wheelchair   | <input type="checkbox"/> walker          |
| <input type="checkbox"/> service animal  | <input type="checkbox"/> power scooter/cart | <input type="checkbox"/> none            |
| <input type="checkbox"/> crutches        | <input type="checkbox"/> other _____        |  |



**REQUIRED: If you use a manual wheelchair of any size, power wheelchair, or an electric scooter/cart, you must provide the following information about your device.**

This information is necessary to ensure Bis-Man Transit sends the vehicle that is best able to accommodate you and your device, should you be approved for Bis-Man Transit.

- Width: \_\_\_\_\_ Length: \_\_\_\_\_
  - Weight of rider + mobility device (combined): \_\_\_\_\_ **OR, if unknown:**
  - Rider weight: \_\_\_\_\_ **AND**
- Make & Model of device: \_\_\_\_\_

4. Do you require the services of a Personal Care Attendant/Personal Assistant when you travel? (This person is not a companion or escort, but someone who will be helping you with mobility assistance, personal care, communication, transportation, sign language interpretation, providing services as a reader, etc., as you make your trip).
- Yes**       **No**       **Sometimes**

**NOTE: In order for your Personal Care Attendant/Personal Assistant to ride with you at no charge, you must inform the reservation/dispatch office staff that you will be accompanied by a Personal Care Attendant when making your ride request. Bis-Man Transit does not provide Personal Care Attendants/Personal Assistants.**

**Tell us about what you can do & what affects your abilities:**

Please expand on the following questions as needed (space is provided after #8).

- |   | Yes                      | No                       | Sometimes                |
|---|--------------------------|--------------------------|--------------------------|
| 5. Do weather and/or lighting conditions affect your disability?      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Is your breathing affected by weather or environmental conditions? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Does your disability make you:                                     |                          |                          |                          |
| a. a. Sensitive to heat? Above what temp.? _____                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. b. Sensitive to cold? Below what temp.? _____                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | <b>Yes</b>               | <b>No</b>                | <b>Sometimes</b>         |
| 8. Does your disability change after medical treatment                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you answered "yes" or "sometimes" on #5-8, please give details as needed:

\_\_\_\_\_  
\_\_\_\_\_

**On your best day, under the best conditions** (weather, sidewalks, etc...), what is the farthest you can walk/travel using your mobility aid without the help of another person?

- Cannot travel outdoors alone
- Length of 2 pick-up trucks (30 ft)
- Length of a basketball court (95 feet)
- Length of one football field (300 ft)
- One football field and back? (600 feet, about 1 city block)
- One lap around a track? (1,320 feet or 1/4 mile)
- Half a mile
- More than half a mile

Explain if needed: \_\_\_\_\_  
\_\_\_\_\_

**Has your condition changed since your last certification? If so, please explain.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**NOTE: ALL APPLICATIONS MUST BE SIGNED:**

**I agree to notify Bis-Man Transit of any changes in status of my disability that affects my ability to use paratransit service. I hereby certify that the information in this application is true and accurate. I understand that falsification of the information may result in denial of service. I understand that all information will be kept confidential.**

Name (printed) \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

If this application has been completed by someone other than the person requesting certification, that person must also certify by signing:

Name & relationship (printed) \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

